



## Ruffalo Noel Levitz Adult Student Priorities Survey™ (ASPS)

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Northwest Commission on Colleges and Universities, effective 2020 (adopted August 2019)

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**1.A.1.** This institution's mission statement defines its broad educational purposes and its commitment to student learning and achievement.

**THEME 01 Expanding Talents and Knowledge**

- 1 Adult students are made to feel welcome at this institution.
- 24 There is a commitment to academic excellence at this institution.
- 27 This institution has a good reputation within the community.
- 35 The quality of instruction I receive in my program is excellent.
- 75 Future employment opportunities as factor in decision to enroll.

**1.B.1** [It] demonstrates a continuous process to assess [its] effectiveness, including student learning and achievement and support services.

**THEME 05 Continuous Quality Improvement**

- 24 There is a commitment to academic excellence at this institution.

**1.B.3** [It] provides evidence that its planning process is inclusive and offers opportunities for comment by appropriate constituencies...

**THEME 03 Decision-Making and Planning**

- 27 This institution has a good reputation within the community.
- 29 I seldom get the "run-around" when seeking information at this institution.

**1.C.1** [It] offers programs with content and rigor that...culminate in student learning outcomes [as] degrees ... in recognized fields of study.

**THEME 14 Overall Value and School Reputation**

- 4 The content of the courses within my major is valuable.
- 21 Tuition paid is a worthwhile investment.
- 24 There is a commitment to academic excellence at this institution.
- 27 This institution has a good reputation within the community.
- 35 The quality of instruction I receive in my program is excellent.
- 73 Academic reputation as factor in decision to enroll.

- 75 Future employment opportunities as factor in decision to enroll.
- 76 Recommendations from family/friends/employer as factor in decision to enroll.

**1.C.3** [It] identifies and publishes expected program and degree learning outcomes for all degrees, certificates and credentials.

**THEME 02 Academic Quality and Instruction**

- 4 The content of the courses within my major is valuable.
- 24 There is a commitment to academic excellence at this institution.
- 30 Academic support services adequately meet the needs of adult students.
- 35 The quality of instruction I receive in my program is excellent.
- 41 Major requirements are clear and reasonable.
- 49 There are sufficient options within my program of study.
- 73 Academic reputation as factor in decision to enroll.

**1.C.4** [Its] admissions and completion or graduation requirements are clearly defined, widely published, and easily accessible to [all].

**THEME 13 Publishing Information**

- 41 Major requirements are clear and reasonable.

**1.C.5** The institution engages in an effective system of assessment to evaluate the quality of learning in its programs.

**THEME 07 Ethical and Effective Practices**

- 2 Faculty care about me as an individual.
- 11 My academic advisor is concerned about my success as an individual.
- 14 Faculty are fair and unbiased in their treatment of individual students.
- 19 My academic advisor is knowledgeable about requirements in my major.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

**1.C.6** ...[L]earning outcomes include ... effective communication skills, global awareness, cultural sensitivity, ... [and more]...

**THEME 09 Engagement, Diversity and Inclusion**

- 24 There is a commitment to academic excellence at this institution.

**1.C.7** [It] uses its assessment efforts to ... continuously improve student learning outcomes.

**THEME 05 Continuous Quality Improvement**

- 24 There is a commitment to academic excellence at this institution.

<b>1.C.8</b>	<b>Transfer credit and credit for prior learning is accepted according to clearly defined, widely published, and easily accessible policies...</b>
<b>THEME 02</b>	<b>Academic Quality and Instruction</b>
24	There is a commitment to academic excellence at this institution.
41	Major requirements are clear and reasonable.
44	When students enroll at this institution, they develop a plan to complete their degree.
<b>1.D.1.</b>	<b>[It] admits students with the potential to benefit from its educational programs...</b>
<b>THEME 07</b>	<b>Ethnical and Effective Practices</b>
2	Faculty care about me as an individual.
7	The staff at this institution are caring and helpful.
10	Admissions representatives are knowledgeable.
11	My academic advisor is concerned about my success as an individual.
19	My academic advisor is knowledgeable about requirements in my major.
25	Admissions representatives respond to adult students' unique needs.
27	This institution has a good reputation within the community.
78	Availability of evening/weekend courses as factor in decision to enroll.
79	Personalized attention prior to enrollment as factor in decision to enroll.
<b>2.A.1</b>	<b>The institution demonstrates an effective governance structure...</b>
<b>THEME 09</b>	<b>Engagement, Diversity and Inclusion</b>
1	Adult students are made to feel welcome at this institution.
2	Faculty care about me as an individual.
7	The staff at this institution are caring and helpful.
14	Faculty are fair and unbiased in their treatment of individual students.
<b>THEME 14</b>	<b>Overall Value and School Reputation</b>
21	Tuition paid is a worthwhile investment.
27	This institution has a good reputation within the community.
34	I receive complete information on the availability of financial aid.
73	Academic reputation as factor in decision to enroll.
<b>2.A.2</b>	<b>The institution has an effective system of leadership [having] appropriate levels of authority, responsibility, and accountability...</b>
<b>THEME 04</b>	<b>Policies and Procedures</b>
29	I seldom get the "run-around" when seeking information at this institution.
33	Channels are readily available for adult students to express complaints.
48	I am aware of whom to contact for questions about programs and services.

<b>2.A.4</b>	<b>[Its] decision-making processes... include the consideration of views of faculty, staff, administrators, and students...</b>
<b>THEME 08</b>	<b>Fairness and Free Speech</b>
1	Adult students are made to feel welcome at this institution.
2	Faculty care about me as an individual.
7	The staff at this institution are caring and helpful.
14	Faculty are fair and unbiased in their treatment of individual students.
33	Channels are readily available for adult students to express complaints.
39	This institution responds quickly to my requests for information.
46	This institution provides timely responses to student complaints.

<b>2.B.1</b>	<b>[It honors] academic freedom and independence that protect its constituencies from inappropriate internal and external influences...</b>
<b>THEME 06</b>	<b>Opportunity and Choice</b>
1	Adult students are made to feel welcome at this institution.
2	Faculty care about me as an individual.
3	Classes are scheduled at times that are convenient for me.
7	The staff at this institution are caring and helpful.
8	My academic advisor is available at times that are convenient for me.
11	My academic advisor is concerned about my success as an individual.
14	Faculty are fair and unbiased in their treatment of individual students.
25	Admissions representatives respond to adult students' unique needs.
39	This institution responds quickly to my requests for information.
73	Academic reputation as factor in decision to enroll.
76	Recommendations from family/friends/employer as factor in decision to enroll.
79	Personalized attention prior to enrollment as factor in decision to enroll.

<b>2.B.2</b>	<b>...Its constituencies are intellectually free to test and examine all knowledge and theories, thought, reason, and perspectives of truth.</b>
<b>THEME 08</b>	<b>Fairness and Free Speech</b>
1	Adult students are made to feel welcome at this institution.
14	Faculty are fair and unbiased in their treatment of individual students.
33	Channels are readily available for adult students to express complaints.
46	This institution provides timely responses to student complaints.

<b>2.C.2</b>	<b>[Its] policies and procedures...include [:] academic honesty, conduct, appeals, grievances, and disability accommodations.</b>
<b>THEME 04</b>	<b>Policies and Procedures</b>
29	I seldom get the “run-around” when seeking information at this institution.
33	Channels are readily available for adult students to express complaints.
41	Major requirements are clear and reasonable.
48	I am aware of whom to contact for questions about programs and services.
<b>2.D.1.</b>	<b>The institution represents itself clearly, accurately, and consistently through its announcements, statements, and publications...</b>
<b>THEME 13</b>	<b>Publishing Information</b>
29	I seldom get the “run-around” when seeking information at this institution.
34	I receive complete information on the availability of financial aid.
41	Major requirements are clear and reasonable.
<b>2.D.2</b>	<b>[It] exemplifies high ethical standards in its operations, including fair and equitable treatment of students [and other].</b>
<b>THEME 07</b>	<b>Ethical and Effective Practices</b>
2	Faculty care about me as an individual.
6	Financial aid counselors are helpful to adult students.
7	The staff at this institution are caring and helpful.
9	Billing policies are reasonable for adult students.
11	My academic advisor is concerned about my success as an individual.
14	Faculty are fair and unbiased in their treatment of individual students.
20	Registration processes are reasonable and convenient for adults.
25	Admissions representatives respond to adult students’ unique needs.
26	Faculty provide timely feedback about my progress.
27	This institution has a good reputation within the community.
30	Academic support services adequately meet the needs of adult students.
38	Career services are adequate and accessible for adult students.
39	This institution responds quickly to my requests for information.
46	This institution provides timely responses to student complaints.
48	I am aware of whom to contact for questions about programs and services.
79	Personalized attention prior to enrollment as factor in decision to enroll.

<b>2.E.2</b>	<b>Financial planning includes meaningful opportunities for participation by stakeholders...</b>
<b>THEME 03</b>	<b>Decision-Making and Planning</b>
27	This institution has a good reputation within the community.
29	I seldom get the “run-around” when seeking information at this institution.
<b>2.F.3</b>	<b>[It] employs faculty, staff, and administrators sufficient in role, number, and qualifications [for] its organizational responsibilities.</b>
<b>THEME 10</b>	<b>Resource Sufficiency and Accessibility</b>
3	Classes are scheduled at times that are convenient for me.
15	Library resources and services are adequate for adults.
16	I am able to register for classes I need with few conflicts.
17	Business office hours are convenient for adult students.
22	Security staff respond quickly in emergencies.
37	Part-time faculty are competent as classroom instructors.
38	Career services are adequate and accessible for adult students.
40	Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
42	Nearly all faculty are knowledgeable in their field.
<b>2.G.1</b>	<b>[It] maintains effective learning environments with appropriate programs and services to support student learning and success.</b>
<b>THEME 07</b>	<b>Ethical and Effective Practices</b>
2	Faculty care about me as an individual.
7	The staff at this institution are caring and helpful.
8	My academic advisor is available at times that are convenient for me.
10	Admissions representatives are knowledgeable.
11	My academic advisor is concerned about my success as an individual.
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48	I am aware of whom to contact for questions about programs and services.
78	Availability of evening/weekend courses as factor in decision to enroll.

**THEME 11 Facilities and Equipment**

- 4 The content of the courses within my major is valuable.
- 5 Classroom locations are safe and secure for all students.
- 12 Computer labs are adequate and accessible for adult students.
- 18 Parking lots are well-lighted and secure.
- 36 Vending or snack bar food options are readily available.

**2.G.4 [It has] an effective and accountable program of financial aid consistent with its mission, student needs, and institutional resources.**

**THEME 14 Overall Value and School Reputation**

- 21 Tuition paid is a worthwhile investment.
- 34 I receive complete information on the availability of financial aid.
- 71 Cost as factor in decision to enroll.
- 72 Financial aid/scholarship opportunities as factor in decision to enroll.

**2.G.6 [It maintains an] effective program of academic advisement to support student development and success.**

**THEME 06 Opportunity and Choice**

- 2 Faculty care about me as an individual.
- 7 The staff at this institution are caring and helpful.
- 8 My academic advisor is available at times that are convenient for me.
- 11 My academic advisor is concerned about my success as an individual.
- 16 I am able to register for classes I need with few conflicts.
- 20 Registration processes are reasonable and convenient for adults.
- 25 Admissions representatives respond to adult students' unique needs.
- 26 Faculty provide timely feedback about my progress.
- 30 Academic support services adequately meet the needs of adult students.
- 39 This institution responds quickly to my requests for information.
- 44 When students enroll at this institution, they develop a plan to complete their degree.
- 45 I am able to complete most of my enrollment tasks in one location.
- 49 There are sufficient options within my program of study.
- 50 My advisor helps me apply my academic major to specific career goals.
- 73 Academic reputation as factor in decision to enroll.
- 79 Personalized attention prior to enrollment as factor in decision to enroll.

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<b>2.H.1</b>	<b>...The institution employs quality personnel and provides access to library and information resources.</b>
<b>THEME 10</b>	<b>Resource Sufficiency and Accessibility</b>
15	Library resources and services are adequate for adults.
40	Faculty are usually available for adult students outside the classroom by phone, by email or in-person.

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<b>2.I.1</b>	<b>...The institution maintains physical facilities that are accessible, safe, secure, and sufficient in quantity and quality...</b>
<b>THEME 11</b>	<b>Facilities and Equipment</b>
4	The content of the courses within my major is valuable.
5	Classroom locations are safe and secure for all students.
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## Themes

Accreditation Theme:	Which Relates to the Following Content:
Theme 01: Expanding Talents and Knowledge	The primacy of the <b>Educational Mission: Student Learning; Professional Development</b> of faculty and staff; <b>Scholarly and Creative Work</b>
Theme 02: Academic Quality and Instruction	Elements of: <b>Courses, Program Rigor; Faculty Qualification; Teaching Effectiveness; Career Relevance; Credit Recognition; Academic Advising; Degree Integrity; Equity across Educational Venues</b>
Theme 03: Decision-Making and Planning	Means by which the school achieves: <b>Realistic Goal-Setting, Coherent and Collaborative Institutional Actions; Task Responsibility; Accountability; Shared Governance; Leadership</b>
Theme 04: Policies and Procedures	Elements of <b>Goal Fulfillment; Effective Teamwork; Consistent Behavior</b>
Theme 05: Continuous Quality Improvement	<b>Processes and Outcomes</b> for future improvement; <b>Feedback; Program Review and Evaluation</b>
Theme 06: Opportunity and Choice	To provide for <b>Individuals': Needs, Goals, Plans; Preferences and Convenience; Academic Freedom</b>
Theme 07: Ethical and Effective Practices	That deliver: <b>Student Support; Student Success; Mentorship; Personalized Feedback</b> (including Assessment); <b>Transparency</b> (avoiding <b>Conflicts of Interest</b> ); <b>Fulfilled Promises; Privacy Protections</b>
Theme 08: Fairness and Free Speech	That deliver: <b>Enforcement of Policies; Respect; Dignity; Bias-Free Treatment; Timeliness</b> of action/problem resolution; <b>Means to Disagree or to Register Complaint</b>
Theme 09: Engagement, Diversity, and Inclusion	That enable: <b>Student and Employee Morale; Civic Engagement; Community Service; Recognition of Human and Cultural Diversity</b>
Theme 10: Resource Sufficiency and Accessibility	Elements include: <b>Facilities and Technology Maintenance; Stable Financing; Budget Discipline; Employee Sufficiency; Staff Training and Deployment</b>
Theme 11: Facilities and Equipment	Places and materials that offer: <b>Safety and Security</b> for people, data and things; <b>Effective Learning Environments</b>
Theme 12: Technology	Devices and tools that deliver: <b>Learning; Services; Communication; Data</b>
Theme 13: Publishing Information	That includes: <b>Printed and Web-based</b> statements; <b>Completeness and Accuracy of Representations</b>
Theme 14: Overall Value and School Reputation	Factors: <b>Value Students Receive; Community Impacts; Student Retention; External Endorsements</b>

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Northwest Commission on Colleges and Universities, effective 2020 (adopted August 2019)

## Themes

<b>Theme 01 Expanding Talents and Knowledge</b>	
1	Adult students are made to feel welcome at this institution.
24	There is a commitment to academic excellence at this institution.
27	This institution has a good reputation within the community.
35	The quality of instruction I receive in my program is excellent.
75	Future employment opportunities as factor in decision to enroll.

  

<b>Theme 02 Academic Quality and Instruction</b>	
4	The content of the courses within my major is valuable.
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73	Academic reputation as factor in decision to enroll.

  

<b>Theme 03 Decision-Making and Planning</b>	
27	This institution has a good reputation within the community.
29	I seldom get the “run-around” when seeking information at this institution.

  

<b>Theme 04 Policies and Procedures</b>	
29	I seldom get the “run-around” when seeking information at this institution.
33	Channels are readily available for adult students to express complaints.
41	Major requirements are clear and reasonable.
48	I am aware of whom to contact for questions about programs and services.

  

<b>Theme 05 Continuous Quality Improvement</b>	
24	There is a commitment to academic excellence at this institution.

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**Theme 06 Opportunity and Choice**

- 1 Adult students are made to feel welcome at this institution.
  - 2 Faculty care about me as an individual.
  - 3 Classes are scheduled at times that are convenient for me.
  - 7 The staff at this institution are caring and helpful.
  - 8 My academic advisor is available at times that are convenient for me.
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  - 79 Personalized attention prior to enrollment as factor in decision to enroll.
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**Theme 07 Ethical and Effective Practices**

- 2 Faculty care about me as an individual.
- 6 Financial aid counselors are helpful to adult students.
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**Theme 08 Fairness and Free Speech**

- 1 Adult students are made to feel welcome at this institution.
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  - 33 Channels are readily available for adult students to express complaints.
  - 39 This institution responds quickly to my requests for information.
  - 46 This institution provides timely responses to student complaints.
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**Theme 09 Engagement, Diversity, and Inclusion**

- 1 Adult students are made to feel welcome at this institution.
  - 2 Faculty care about me as an individual.
  - 7 The staff at this institution are caring and helpful.
  - 14 Faculty are fair and unbiased in their treatment of individual students.
  - 24 There is a commitment to academic excellence at this institution.
- 

**Theme 10 Resource Sufficiency and Accessibility**

- 3 Classes are scheduled at times that are convenient for me.
  - 15 Library resources and services are adequate for adults.
  - 16 I am able to register for classes I need with few conflicts.
  - 17 Business office hours are convenient for adult students.
  - 22 Security staff respond quickly in emergencies.
  - 37 Part-time faculty are competent as classroom instructors.
  - 38 Career services are adequate and accessible for adult students.
  - 40 Faculty are usually available for adult students outside the classroom by phone, by email or in-person.
  - 42 Nearly all faculty are knowledgeable in their field.
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**Theme 11 Facilities and equipment**

- 4 The content of the courses within my major is valuable.
  - 5 Classroom locations are safe and secure for all students.
  - 12 Computer labs are adequate and accessible for adult students.
  - 18 Parking lots are well-lighted and secure.
  - 36 Vending or snack bar food options are readily available.
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**Theme 12 Technology**

No relevant items

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**Theme 13 Publishing Information**

- 29 I seldom get the “run-around” when seeking information at this institution.
  - 34 I receive complete information on the availability of financial aid.
  - 41 Major requirements are clear and reasonable.
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**Theme 14 Overall Value and School Reputation**

- 4 The content of the courses within my major is valuable.
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